

Repair Reporter



CALIFORNIA DEPARTMENT OF CONSUMER AFFAIRS

SUMMER 1999

Bureau of Automotive Repair Officials and Industry Meet

This Spring, BAR and representatives from the automotive industry held a series of spirited discussions in Burbank, San Ramon, Ontario, San Diego, and Fresno to talk about issues affecting the industry.

Fraud Trends. BAR representatives noted a growing trend of fraud in the autobody, automatic transmission and brake repair industries. Investigators say automatic transmission repairs continue to be plagued by dishonest and deceptive practices, while false advertising is their number one concern about the brake and front-end repair segments of the industry.

Industry Speaks Up. For their part, industry representatives were also frustrated at stations and individuals who knowingly deceive consumers. And they had some ideas on what to do about it. Many said they would like to see more

accountability for technicians, and that citations and fines are often better aimed at technicians than shop owners. Other industry members called for a more aggressive crack down on false advertising. One industry member recounted an ad he saw for an \$89 transmission service, and said BAR should more aggressively investigate such ads when they appear.

Both BAR and the industry discussed the pressing need to recruit qualified young people into the auto repair industry. Among the suggestions were establishing a plan to start automotive repair recruitment at earlier school levels and younger ages; offering training and exams in Spanish and Asian languages; and more aggressively informing young people about the exciting challenges offered by a career in the automotive repair industry.

Former BAR Chief Marty Keller's message was simple: despite occasional differences of opinion, BAR and the industry must work together to address many of these problems. But, he also warned there was a limit to what BAR can do, since BAR can only implement and enforce the laws created by the Legislature.

"You have the power and the right to talk to your local Assemblymember or Senator about the concerns in your industry," said Keller.

In the meantime, BAR is currently reviewing some of the suggestions made by industry representatives, and plans to hold additional meetings in the future to solidify plans for implementing some of them. —

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Keller Bids BAR Farewell

Dorais Takes Helm as Acting Chief

Marty Keller, Chief of BAR, may have left the building, but his spirit will remain for years to come. On April 30, 1999, Keller resigned as Chief, but during his tenure, he led BAR through some tumultuous changes in both the Smog Check Program and Consumer Protection Operations.

"Far and away, this has been the biggest challenge of my life," he said. "With great pride and humility, I am grateful that I got the chance to do this. It has been a growing experience."

That growth included learning patience, discerning key issues from every point of view, and applying political assessments that would allow him to advise the Governor competently about BAR's obstacles and opportunities. Keller also had to learn simultaneously the technical and political aspects of the auto repair industry and the Smog Check Program,

to understand the public relations implications, and to speak articulately on his feet.

Keller was instrumental in inspiring and facilitating the Leadership 2000

Conference, held in Anaheim in September 1998. It brought to the table auto manufacturers, parts and repair providers, educators, government regulators, consumer advocates, insurance executives, and other industry leaders from around the country to identify problems and begin crafting solutions to shape the future of the auto repair industry throughout the nation.



Marty Keller

(Continued on page 2)

Smog Check Update

Consumer Co-Pay for Low-Income Repair Assistance Program Drops to \$75

California's low- and fixed-income citizens now may find it easier to participate in the Smog Check Program's Low-Income Repair Assistance Program (LIRAP).

Their co-pay to participate dropped from \$250 to \$75 on May 3rd, making it easier for many to come up with the initial money to get their vehicles repaired.

The co-pay was lowered in an effort to increase consumer participation in the program. Only a few dozen had participated in LIRAP in the first few months following its statewide rollout earlier this year.

"We expect participation to substantially increase with the new \$75 co-pay," said BAR Acting Chief Patrick Dorais. "And we're not finished evaluating the program. We'll take a good long look at the participation rate at the \$75 level and determine whether adjustments are necessary in the future."

LIRAP was created by the Legislature in 1997 as a means of ensuring that low- and fixed-income citizens could make

emissions-related repairs to their vehicles. Repair costs under the old BAR-90 test averaged less than \$100. But as the pass/fail cutpoints are lowered under the new BAR-97, repair costs could increase. LIRAP ensures not only that low- and fixed-income citizens will get help in meeting those costs, but also aims at cleaning the air by ensuring that those vehicles get the necessary emissions-related repairs.

LIRAP is available to any consumer whose vehicle has failed its biennial Smog Check inspection, and whose household income is at or below 175% of the federal poverty level, or roughly \$29,000 for a family of four.

The repairs are done at one of over 100 authorized Gross Polluter Certification stations participating in LIRAP.

Applications for consumers who wish to participate in LIRAP are available by visiting the Smog Check website or calling our consumer hotline at (800) 952-5210, and are available in both English and Spanish. —

Vann Resigns Smog Check Leadership Position

Leon Vann resigned as the Smog Check Chief of Staff on April 30th, after more than three years with BAR. He joined BAR in 1996 when former Chief of Staff Larry Sherwood resigned.



Leon Vann

Vann came to BAR from the California Department of Agriculture's Fairs and Expositions, where he was Chief of Engineering and Satellite Wagering Operations.

During his tenure at BAR, he oversaw the Smog Check Program's Engineering and Operations units, and was instrumental in completing the startup of the Enhanced Smog Check Program.

Vann is still in state service, having accepted a position with the California Air Resources Board. —



Keller Bids BAR Farewell

(continued from page 1)

"I think we have only begun to discover the opportunities for improvement through that process," he said.

Although Keller will spend some time after he leaves reflecting on his experiences at BAR, he had already begun the process before his April 30 exit date. He explained that part of the joy of being BAR Chief was having the opportunity to build an Enhanced Smog Check Program.

During his tenure, Keller directed implementation of the electronic Smog Check Certificate, the enforcement of the Gross Polluter standard, the Consumer Repair and Education Workforce, the Low-Income Repair Assistance Program, the Vehicle

Retirement Program, and the BAR-97 Emissions Inspection System with the dynamometer and NOx testing. Keller led BAR in the successful implementation of a very complex engineering achievement that touches the lives of nearly all of the twenty million motorists in California. His leadership enabled BAR to meet that goal while striving for consumer convenience and clean air.

"In a very real way, we were all learning as we went along, and around the world people are looking at what we're doing (in Smog Check in California)," he said. "It is unique, and it has important social value.

"It was a wonderful public policy

opportunity because it combined economics, the environment, public health, a changing marketplace, consumers, industry, and public relations challenges. It has everything to make you stretch and learn how to deal with the problems."

Patrick Dorais, Keller's Deputy Chief of BAR, has taken the helm as Acting Chief until the governor announces a permanent replacement. He says he now realizes just how tough the job of Chief really is.

"This job takes a lot of courage and spirit," said Dorais. "And Marty has an abundance of both. Marty has done a lot for BAR, and it will take a great person to fill his shoes." —

Licensing Update

Brake and Lamp Certificate Fee Increase

New regulations have increased the cost of the Brake and Lamp certificates, effective July 1, 1999.

The new fee will increase the cost from \$75.00 to \$175.00 per book of 50 certificates. Stations may continue to issue the older certificates that they have in their inventory after the fee increase. Do **not** return any unused certificate books for a refund. ➤



Name and Address Change Notification Required

Licensees who change their name and/or address are required to notify DCA/BAR's Licensing Division within 14 days. Here's how to do it.

➤ Put the change in writing and forward it along with your original Automotive Repair Dealer business registration and all associated station licenses (a photocopy of the business license may be posted at the place of business until the new license arrives); or

➤ Contact DCA/BAR's Licensing Division at (916) 322-4000 to request a change of name/address form, complete and mail it, along with your original Auto Repair Dealer business registration and all associated station licenses (a photocopy of the business license may be posted at the place of business until the new license arrives) to:

**Department of Consumer Affairs
Licensing Division
400 R Street, Suite 3080
Sacramento, CA 95814**

BAR Responds to Air Conditioning Industry

Last year, members of the auto air conditioning (A/C) service and repair industry came to BAR expressing concerns regarding competitive advertising and the lack of consistency in the A/C servicing arena. As a result, BAR hosted three workshops to address these as well as other industry concerns in this sector of the auto repair market. Those participating included representatives from independent A/C repair shops, representatives from the A/C service trade associations (International Mobile Air Conditioning Association and Mobile Air Conditioning Society), representatives from refriger-

ant and equipment manufacturing firms, as well as representatives from the United States Environmental Protection Agency and state and county weights and measures offices.

BAR Program Manager Allen Wood said that the meetings were very productive. "We accomplished what could take years to do in a relatively short period," said Wood. By the end of the third meeting, the group achieved consensus on proposed regulatory language in two areas. The proposed regulations will require A/C shops to follow specific procedures when servicing A/C systems

as well as specific minimum equipment requirements for those shops that do A/C service and/or repair.

There were some issues that still needed to be worked out between different state regulatory agencies and equipment manufacturers. Wood stated that BAR is moving toward resolving those issues.

BAR must follow procedures outlined in the California Government Code before the proposed regulations become effective. Official public hearings on the proposed regulations are a part of the process, and will be announced as soon as they are scheduled. ➤

Hot Link

The National Highway Traffic Safety Administration has a website that provides up-to-date information on a variety of safety issues from proper child seat installation to the latest vehicle recalls. Check it out!

www.nhtsa.dot.gov

Gearing Up for the 21st Century

Technician and Consumer Training Are Priorities for ABE

Advancements in electronics, computerized automotive systems and high-tech diagnostic equipment are constantly reshaping the automotive industry. In 1990, 18% of vehicles were computerized. The future of this technology is now. It is projected that by next year *all* vehicles will be computerized to some extent. These types of advances are quickly eliminating those do-it-yourself warriors who work late nights and weekends repairing their own vehicles.

As the new millennium approaches, Advanced Auto Care Sacramento-area business owner Ernie LeBlanc is excited about the future of the automotive repair industry.

"Did you know that 69% of the vehicles are in prime repair and service years," he asks. "Our industry is thriving."

The Rancho Cordova shop owner is even more enthusiastic when talking about his recent investments in the latest automotive diagnostic equipment.

"It makes quick, effective diagnoses. (This) technology allows my technicians to multitask, which helps make a good return on my investment."

LeBlanc also understands the serious challenges facing the future of the automotive industry. As a Bureau of Automotive Repair (BAR) Recommendations Report issued last year indicated, BAR and the automotive industry need to focus on repairs of a different sort. Various "market defects," ranging from lack of proper technician training to declining consumer trust, threaten the future of the automotive industry.

LeBlanc is addressing these concerns by taking a proactive approach, and advises his fellow industry members to do the same.



Ernie LeBlanc

"Train properly, hire good techs, and keep a clean shop. Above all, you must change. If not, you won't be able to fix the cars of tomorrow."

One of the first things LeBlanc did was to team up with Daniel Ross to form Advanced Business Enhancements (ABE). They developed a management training class that teaches automotive shop owners a variety of business skills.

The next move for ABE was to create an environment suitable for teaching. Working with AC/Delco, Cosumnes River College in Sacramento, the Sacramento Regional Occupation Program, and Snap-On, ABE transformed some extra space in Ernie's shop into a training center.

"I always wanted to set up a training facility here," says the smiling shop owner. "It's a win-win situation. I can get my technicians the most up-to-date training, while providing other technicians in the area the same opportunity."

Technician classes at ABE provide students the opportunity to not only learn the updated diagnostic training in the classroom, but also to apply it on vehicles at Advanced Auto Care next door.

"This type of training allows a lot of technician interaction between different shops," said Kevin Rogers, Cosumnes River College instructor, who teaches a 5-gas analyzer class at ABE. "We are able to work out individual problems that technicians may encounter while diagnosing Smog Check failures."

Education at the ABE training center is not restricted to shop owners and technicians. LeBlanc also uses his training center to inform his customers.

"Consumers love the fact that someone shows them what is going on," said LeBlanc, as he recalled the first time he conducted one of his consumer training seminars last summer when the Smog Check program was receiving a lot of public attention. This first workshop of its kind was a joint effort of the Sacramento Metropolitan Air Quality Management District, BAR, and the Sacramento Cleaner Air Partnership, and was a great success. Now, Advanced Auto Care has partnered with a



Instructor Kevin Rogers explains how to use a fluke lab scope to diagnose O₂ failures at a 5-gas analyzer training class.

fellow Sacramento-area shop, Car Care Center, and BAR to provide consumer training seminars once a month.

"I think it is a good idea to get the consumer involved," said Sacramento BAR Field Office Program Representative Richard Shedd.

At the consumer seminars, both LeBlanc and Car Care Center representative Duke Cardwell encouraged consumers to ask questions in order to be sure they get what they pay for.

"I break down the cost for my customers so they know exactly what they are paying for. They see that there are no hidden costs," said LeBlanc.

The training also gave tips on recognizing bait and switch tactics.

"It is hard to compete with crooked people who resort to bait and switch. They are killing our industry," said LeBlanc.

In addition, the Advance Auto Care owner gave his customers a tour of his shop. Participants witnessed first-hand demonstrations of Advanced Auto Care's diagnostic equipment, as well as a Smog Check inspection using a BAR-97.

"(Our business) is about the customer. Customers will save in the end if we (the industry) have the technology and training," advised LeBlanc.

As the 20th Century winds down, Ernie LeBlanc is setting an example of the attitude and drive needed to preserve the integrity of the automotive industry through the next century. ➤

If you are interested in ABE training, call 1-800-338-7666 for a free brochure or visit their website at www.abesoftware.com. While this article presents an interview with Ernie LeBlanc, it does not constitute an endorsement by BAR of ABE products and services.

Disciplinary Actions

As provided in section 9882.4 of the *Business and Professions Code*, BAR is required to provide a list of disciplinary actions concluded by BAR (or other agencies) against automotive repair dealers.

Administrative Action - An administrative action is conducted by the State Attorney General, on behalf of BAR, against a license or registration.

Stipulated Settlement - A stipulated settlement is an agreement between parties to an administrative or civil action.

Ace Auto Body

San Diego

Geun Ho Hwang & Chung Won Kang - Partners

Order: ARD registration revoked.

(2/22/99)

Ace Auto Body

San Diego

Chung Won Kang - Applicant

Order: ARD application denied.

(2/22/99)

Almany, Inc. d.b.a. Midas Marina

Los Angeles

Isaac Almany - President

Order: ARD registration revoked; stayed; registration placed on three year probation for the following terms and conditions: registration suspended for three days; comply with laws and regulations; post sign indicating dates and reason for suspension; reimburse BAR \$5,000 for enforcement; report any financial interest in any other auto repair business; provide BAR representatives unrestricted access to inspect all vehicles, including parts. (2/9/99)

Autoglas I LTD.

Canoga Park

Daniel Francis Daviscount - Owner

Order: ARD registration revoked; stayed; placed on three year probation on the following terms and conditions: registration suspended for five days; reimburse BAR \$5,200; obey laws and regulations; post sign indicating dates and reason for suspension; report any financial interest in any other auto repair business; provide BAR representatives unrestricted access to inspect all vehicles, including parts. (12/23/98)

Beautiful Sportscars

Mountain View

Thomas Alexander McLennan - Owner

Order: ARD registration revoked. (1/12/99)

Best Transmission Shop

Northridge

Shlomo Shomer - Owner

Order: ARD registration revoked; stayed; placed on three year probation on the following terms and conditions: registration suspended 5 days; post sign indicating dates and reason for suspension; comply with laws and regulations; report to BAR on prescribed schedule; provide BAR Representatives access to inspect all vehicles, including parts; reimburse BAR \$2,000 for costs. (2/24/99)

CB's Truck & Auto Repair

Oakland

Charles A. Boyakins - Owner

Order: ARD registration permanently invalidated and reimburse BAR \$6,736.36. (2/8/99)

California Best Transmission

Los Angeles

Ho Chang Kim and Sam Choi - Partners

Order: ARD registration revoked. (2/8/99)

Capitol Transmissions

San Jose

Ronald M. Fossum - Owner

Order: ARD registration revoked; stayed; ARD registration placed on three year probation on the following terms and conditions: registration suspended for seven days; post sign indicating dates and reason for suspension; comply with laws and regulations; report to BAR on a prescribed schedule; report any financial interest in any other auto repair business; pay BAR \$10,000 as cost reimbursement. (12/21/98)

Cris Auto Body & Paint Shop

Redlands

Crisologo Sunga - Owner

Order: ARD registration revoked; stayed; registration placed on proba-

tion for three years on the following term and conditions: registration suspended for fifteen days; post a sign indicating dates and reason for suspension; reimburse a consumer in the amount \$223.54; reimburse a consumer in the amount of \$1,835.38; reimburse BAR \$10,000 for costs; obey laws and regulations; report to BAR on a prescribed schedule; report any financial interest in any other auto repair business; provide BAR Representatives unrestricted access to inspect all vehicles including parts; submit any proposed advertising copy to the Bureau at least thirty days before its use. (1/12/99)

D Best Auto Body

Los Angeles

Gennady Levit - Owner

Order: ARD registration revoked. (12/21/98)

D&A Auto Service

Fontana

Bassam Mrad - Owner

Order: ARD registration & Smog Check station license revoked. (2/23/99)

Done by Don

Eureka

Donald Keith Fosdick

Order: ARD registration permanently invalidated. (1/8/99)

Robert Charles Dutra d.b.a.

Checkerboard Machining

Susanville

Order: ARD registration permanently invalidated. (1/12/99)

Econo Lube N Tune #9

Garden Grove

Mike Jongrae Choi & Jong H. Kwak - Partners

Order: ARD registration revoked; stayed; registration placed on three year probation on the following terms and conditions:

Disciplinary Actions *(continued)*

facility suspended for six days; post sign indicating dates and reason for suspension; pay BAR \$3,730 in costs; comply with laws and regulations; report to BAR on prescribed schedule; report any financial interest in any auto repair business; provide BAR representatives unrestricted access to inspect all vehicles, including parts. (1/18/99)

Fine Automotive

Los Angeles

Gene Tein Lum - Owner

Order: ARD registration permanently invalidated. (1/7/99)

Immaculate Auto Body & Custom Paint

Oakland

John Dorsey, JR - Owner

Order: ARD registration permanently invalidated. (1/5/99)

JBA Enterprises, d.b.a.

Mission Hills Auto Body Center

Mission Hills

Boris Chernega - President

Order: ARD registration revoked. (2/8/99)

LTD Auto Body Repair & Resale

San Jose

Duc Tuyen Tran - Owner

Order: ARD registration revoked. (1/6/99)

Madera Fleet Service

Madera

Paul L. Reeves - Owner

Order: ARD registration revoked. (1/5/99)

Mirage Auto Body & Paint

North Hills

Sarkis Khatcherian - Owner

Order: ARD registration revoked; stayed; placed on three years probation on the following terms and conditions: registration suspended four days; post sign indicating dates and reason for suspension; comply with law and regulations; report on prescribed schedule to BAR; make restitution to 20th Century Insurance Company in the amount of \$1,626.67; provide BAR representatives access to inspect all vehicles, including parts; pay BAR \$2,600 in investigative costs. (2/24/99)

Payless Auto Body

Los Angeles

Curtis Connor - Owner

Order: ARD registration revoked. (2/25/99)

Pride Autocrafters Body & Paint

Vallejo

Buenaventura Torrijos Flores - Owner

Order: ARD registration permanently invalidated. (1/12/99)

Prunedale Auto Service & Repair

Prunedale

Kevin M. Donohoe - Owner

Order: ARD registration revoked; stayed; placed on three year probation on the following terms and conditions: registration suspended for fourteen days; post sign provided by BAR indicating dates and reason for suspension; comply with laws and regulations, report to BAR on a prescribed schedule; report any financial interest in any auto repair business; pay BAR \$12,392 for investigation costs. (1/12/99)

Pundts Body & Fender Repair

Sebastopol

Carl Brimhall - Owner

Order: ARD registration revoked; stayed; placed on probation for three years on the following terms and conditions: registration suspended for five days; obey laws and regulations; post sign indicating dates and reason for suspension; report to BAR on prescribed schedule; report any financial interest in any other auto repair business; provide BAR representatives unrestricted access to inspect all vehicles, including parts; reimburse BAR \$8,360; reimburse Farmers Insurance Company in the amount of \$2,029.34; reimburse USAA Insurance Company \$613.44; reimburse Allstate Insurance Company \$1,183.39. (12/22/98)

Purrfect Auto Service #4

Riverside

Hamid M. Javid and Daoud A. Lattifzada d.b.a.

Order: ARD registration revoked; stayed; placed on three year probation on the following terms and conditions: registra-

tion suspended for four days; post sign indicating days and reasons for suspension; pay BAR \$6,000; obey laws and regulations; report to BAR on prescribed schedule; report any financial interest in any auto repair business; provide BAR representatives unrestricted access to inspect vehicles. (2/16/99)

Purrfect Auto #19

Pasadena

Latifa Nawabi a.k.a. Salma Nawabi - Owner

Order: ARD registration revoked; stayed; registration placed on three year probation on the following terms and conditions: registration suspended for ten days; smog check station license is rendered ineffective by operation of law pursuant to Title 16, C.C.R. Section 3340.10 and that during the period of suspension he may engage in no activities for which either an ARD registration or a smog check station license is required; reimburse BAR \$6,500.00; comply with laws and regulations; report to BAR on prescribed schedule; report any financial interest in any other auto repair business. (2/25/99)

Quality Finish Mobile Auto Service

French Camp

Richard Delano Smith, JR. - Owner

Order: ARD registration permanently invalidated. (1/6/99)

Royal Auto Body Repair

South San Francisco

Mohammad Hassan Ahmad - Owner

Order: ARD registration revoked; stayed; registration placed on three years probation on the following terms and conditions: registration suspended for thirty days; comply with laws and regulations; report to BAR on prescribed schedule; report any financial interest in any auto repair business; pay BAR \$25,729 for investigation costs. (2/10/99)

Run Rite Auto Service

Escondido Mark Aziz Hannawa - Owner

Order: ARD registration revoked and permanently invalidated; Smog Check station license revoked. (12/21/98).

Run Rite Auto Service

Escondido and

Run Rite Auto Service #3

El Cajon

Mohammad Hamed Atta - Owner

Order: ARD registration revoked; stayed; placed on probation for three years on the following terms and conditions: registrations suspended for five days; reimburse BAR \$4,000 for costs; obey laws and regulations; post signs indicating dates of and reason for suspensions; report to BAR on prescribed schedule; report any financial interest to any other auto repair business; provide BAR Representatives unrestricted access to inspect all vehicles, including parts. (1/7/99)

Sanborn Chevrolet, Inc.

Lodi

Richard Elton Sanborn - President

Order: ARD registration and Smog Check station license suspended for a period of 90 days; suspension stayed for a period of three years probation under the following terms and conditions: license suspended for one day; pay BAR \$15,000 for investigation costs; submit proof of payment to consumer in the amount of \$1,742.37; respondent shall stipulate to a permanent injunction ordering him to refrain from any unfair business practices as defined by business and professions code Sections 17200, ET SEQ; and in a format prescribed by the San Joaquin County District Attorney, pay \$40,000 to San Joaquin County; obey laws and regulations; post a sign indicating date and reason for suspension; report to BAR on prescribed schedule; report any financial interest in any other auto repair business. (2/1/99)

Sascha Atta d.b.a. Pacific Auto Center \ Precision Collision Repair

La Mesa

Sascha Atta - Owner

Order: ARD registration and smog check station license revoked. (2/24/99)

Seek Smog Auto Repair

Spring Valley

Saladdin N. Khursid - Respondent

Order: ARD registration and Smog Check station license issued; however, immediately upon issuance, the ARD registration and Smog Check Station license revoked; stayed; placed on three years probation on the following terms and conditions: comply with laws and regulations; report to BAR on a prescribed schedule; report any financial interest in any other auto repair business; provide BAR representatives unrestricted access to inspect all vehicles, including parts. (12/31/98)

Seng Hong Auto Body

San Jose

Loc Phung Ha - Owner

Order: ARD registration revoked. (12/23/98)

Southgate Body Shop

Southgate

Carlos Billings - Owner

Order: ARD registration revoked; stayed; respondent placed on three year probation on the following terms and conditions: registration suspended for five days; obey laws and regulations; post sign indicating dates and reason for suspension; report to BAR on prescribed schedule; report any financial interest in any other auto repair business; provide BAR representatives unrestricted access to inspect all vehicles, including parts; reimburse BAR \$4,196 investigation costs; pay restitution to Farmers Insurance Group of Companies in the amount of \$3,666.29. (12/22/98)

Sportcraft Auto Body

Los Angeles

Ricardo Fabia Ligad, JR. - Owner

Order: ARD registration revoked. (1/7/99)

TSL Enterprises, Inc. d.b.a. Number One Auto Body Center

Long Beach

Ted Lee - President

Order: ARD registration revoked; stayed; placed on three years probation on the following terms and conditions: registration suspended for four days; post sign indicating dates and reason for suspension; obey laws and regulations; report to BAR on a schedule prescribed by the BAR; report any financial interest in any other auto repair business; provide BAR

representatives unrestricted access to inspect all vehicles, including parts; reimburse BAR \$4,100 for investigation costs. (12/23/98)

Tara, Inc., d.b.a.**Purrfect Auto Service #1**

Pomona and

Purrfect Auto Service #18

Upland

Aziz Sheriff a.k.a. Aziz-Akbar Sheriff - President

Order: Purrfect #1 (Pomona Store) ARD registration revoked and Purrfect Auto #18 ARD & Smog Check station license revoked; stayed; placed on three year probation on the following terms and conditions: ARD registration and Smog Check station license suspended for seven days; post sign indicating dates and reason for suspension; comply with laws and regulations; shall reimburse BAR \$8,000.16; report to BAR on prescribed schedule; report any financial interest in any auto repair business; provide BAR Representatives unrestricted access to inspect all vehicles, including parts. (2/16/99)

Unique Custom Body Shop

Gilroy

Caesar A. Garcia - Owner

Order: ARD registration permanently invalidated. (1/12/99)

Venice Transmission & Auto Body

Los Angeles

Al Ilsoon Choe - Owner

Order: ARD registration revoked. (2/23/99)

Woodman Carburetor & Fuel Injection

Panorama City

Simon S. Massachi - Owner

Order: ARD registration revoked; stayed; placed on three year probation on the following terms and conditions: registration suspended fifteen days; post sign indicating dates and reason for suspension; comply with laws and regulations; reimburse BAR \$5,000; report to BAR on prescribed schedule. (2/25/99) —

State of California

Gray Davis, Governor

Department of Consumer Affairs

Kathleen Hamilton, Director

Bureau of Automotive Repair

Patrick Dorais, Acting Chief

400 R St., Sacramento, CA 95814

BULK RATE
U.S. POSTAGE
PAID
SACRAMENTO CA
PERMIT NO. 2083

**BAR FIELD OFFICE
PHONE NUMBERS**

Bakersfield (661) 833-6304

Riverside (909) 782-4250

Canoga Park (818) 596-4400

Sacramento (916) 255-4200

Culver City (310) 410-0024

San Jose (408) 277-1860

Fresno (559) 445-5015

South El Monte . (626) 575-6934

Fullerton (714) 680-7851

Hayward (510) 785-1961

Oceanside (760) 439-0942

DCA Cashiering (916) 322-7002

DCA Licensing .. (916) 322-4010

Consumer Assistance and

Referee Center: (800) 622-7733

DCA HOTLINE: (800) 952-5210

REPAIR REPORTER

SUMMER 1999

Hey Auto Repair Dealers! The new Write It Right booklets are
NOW available!



Get your copy today!

- Download it off the web at
www.smogcheck.ca.gov.

- Order it by phone!

Call the Department of Consumer
Affairs at 1-800-952-5210.*

*First copy is always free. Additional copies are \$1 per copy.

Coming Soon...a new and improved Write it Right for Autobody.

Visit DCA/BAR's website: www.smogcheck.ca.gov